

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

CEA A, Research and Data Insights Branch Chief

POSITION NUMBER:

800-654-7500-001

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Research and Data Insights Branch

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

SUPERVISOR'S NAME:

Ryan Gillette

SUPERVISOR'S CLASS:

Chief Data Officer

## SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☒ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☐ None
- ☐ Other (Explain below)

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

## SUPERVISION EXERCISED (Check one):

- ☐ None ☒ Supervisor ☐ Lead Person ☐ Team Leader

**FOR SUPERVISORY POSITIONS ONLY:** Indicate the number of positions by classification that this position DIRECTLY supervises.

Directly supervises three (3) total staff: two (2) Research Data Managers (RDMs) and one (1) Executive Secretary I (ES I).

Responsible for approximately 50 total multi-disciplinary professional employees.

Total number of positions for which this position is responsible: 50 (approx.)

**FOR LEADPERSONS OR TEAM LEADERS ONLY:** Indicate the number of positions by classification that this position LEADS.

## MISSION OF ORGANIZATIONAL UNIT:

The mission of the California Department of Social Services (CDSS) is to serve, aid, and protect needy and vulnerable children and adults in ways that strengthen and preserve families, encourage personal responsibility, and foster independence.

CDSS launched the Research, Automation and Data Division (RADD) to build a sustainable data culture within the Department and maximize the full value of its data assets. Within RADD, the Research and Data Insights (RDI) Branch focuses on leading directed and exploratory research projects within the Department by using the full array of Departmentwide data assets, synthesizing research findings and insights in reports, dashboards, or presentations to help our program partners derive meaningful and impactful data-driven decisions for the families and children who they serve throughout the state of California. RDI researchers also work across the Division with other areas of RADD to help ensure Department-wide data is collected accurately and efficiently and to help inform Department-wide data literacy trainings designed to enhance knowledge of data tools and techniques.

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**CONCEPT OF POSITION:**

Under the general direction of the Chief Data Officer, the Branch Chief is responsible for overseeing the day-to-day management and business operations of the Research and Data Insights Branch; managing Departmental research projects, reports, and data policies; representing the Branch, RADD, and/or CDSS in both internal and external Departmental meetings with Departmental leadership, advocates, and/or other notable stakeholders; and being a key contributor to the Department's data and research modernization efforts.

**A. RESPONSIBILITIES OF POSITION:**

35% Plan, organize, and direct the day-to-day management and business operations of the Research and Data Insights Branch. This includes: (1) developing, coaching, and managing Branch managers and staff in all aspects of their duties to ensure their work is accurate and informative, as well as in line with the overall data and research goals of the Department; (2) coordinating and contributing to Departmental data and research trainings and knowledge sharing efforts designed to promote a culture of data-driven policy making; (3) directing and overseeing the development and implementation of strategic business plans and goals for the Branch; and (4) overseeing and directing all manager and staff hiring efforts within the Branch.

35% Establish, coordinate, and manage Departmental research projects, reports, and data policies. This includes: (1) directing and overseeing the development of short and long-term data and research projects involving Departmental data assets; (2) reviewing and approving new project work plans, methodologies, and timelines to ensure that they are in line with research best practices and Department priorities and objectives; (3) defining and creating continuous improvement protocols for programmatic data reporting and analysis; (4) establishing key program performance metrics in partnership with Departmental program leaders; and (5) informing and contributing to legislative reports and analyses using data and outcome-focused metrics for the Department's programs.

15% In partnership with the Information Services Division, contribute, inform, and/or direct the development of both short and long-term strategic plans for the Department's data and research modernization efforts. This includes: (1) having a holistic understanding of existing and planned Departmental data and research needs and/or challenges, particularly those related to structured and unstructured data asset management, data storage, and data retention; (2) having regular conversations with key internal and external data engineering experts about various data engineering concepts and solutions, including cloud architecture; and (3) informing Branch- and Department-wide enterprise software solution decisions as they pertain to Departmental data and research efforts.

10% Represent the Branch, Division, and/or Department in both internal and external meetings with Departmental leadership, advocates, and/or other notable stakeholders. These meetings may include participation in conferences and/or webinars to share findings from key research projects.

5% Perform other duties as needed.

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B. SUPERVISION RECEIVED:

The CEA A receives general and administrative direction from the Chief Data Officer. The incumbent has broad discretion and must exercise considerable independence, initiative, and resourcefulness in carrying out their responsibilities.

C. ADMINISTRATIVE RESPONSIBILITY:

The CEA A directs the activities of the Branch, including all administrative aspects including budget, personnel, contracting and procurement, and human resources including staff development and evaluation.

D. PERSONAL CONTACTS:

The Branch Chief regularly consults with and advises the Director, Chief Data Officer, Deputy Director, Deputy Directors and managers from other program areas, CHHS Agency, federal and local governments, and other State agencies on complex analytical matters regarding interpretation and utilization of the Department's data assets. The incumbent represents the Department and its position at meetings with other governmental personnel and must be able to gain the confidence and support of top-level administrators and advise them on a wide range of research, automation and data issues.

E. ACTIONS AND CONSEQUENCES:

The Department of Social Services supports millions of people every month, through welfare, social welfare, licensing, disability, and in-home care programs, amongst others. As the Department increases its capacity to analyze and curate the vast array of data at its disposal, the Department intends to utilize the information made possible through the activities led by this position, to transform how the Department performs and displays its public service through data curation, inference, and visualization. Due to the number of people served, stakeholders, counties, the Legislature and the media are interested in the work of the Branch, and what it means for children, families, the distribution of human and fiscal resources, and potential policy changes. As such, the functions of this position establish the foundation for this work, and it is critical that it be conducted correctly, consistently, and transparently.

F. OTHER INFORMATION:

This position requires a strong understanding of organizational strategic planning principles and concepts as well as foundational knowledge and expertise in social science research and data reporting fundamentals and best practices. Desirable qualifications include very strong data analysis and research skills as well as a strong understanding of organizational management principles. The ideal candidate will possess excellent project management and relationship management skills, be able to clearly and effectively communicate technical information to both technical and non-technical audiences, and have the ability to influence and collaborate across all levels of an organization.